



ORGANIZATIONAL ROLE STRESS INDICES AFFECTING BURNOUT AMONG NURSES

AT SHAH ALAM SPECIALIST (SALAM) HOSPITAL

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**BACHELOR OF BUSINESS ADMINISTRATION (HONS) HUMAN RESOURCE
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MELAKA

APRIL 2009

DECLARATION OF ORIGINAL WORK



**BACHELOR OF BUSINESS ADMINISTRATION
(HONS) HUMAN RESOURCES
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
BANDARAYA MELAKA**

“DECLARATION OF ORIGINAL WORK”

I, NORAZIMAH BINTI JAMALUDIN, (I/C Number: 861029-43-6102)

Hereby, declare that,

- This work has not previously been accepted in substance for any degree, locally or overseas and is not being concurrently submitted for this degree or any other degrees.
- This project paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: _____

Date: _____

LETTER OF SUBMISSION

30 March 2009

The Head of Program
Bachelor of Business Administration (Hons) Human Resources
Faculty of Business Management,
Universiti Teknologi Mara,
Kampus Bandaraya Melaka
Melaka

Dear Madam,

SUBMISSION OF PROJECT PAPER MKT 662

Attached is the project paper titled “**Organizational Role Stress Indices Affecting Burnout among Nurses at Shah Alam Specialist Hospital**” to fulfill the requirement as needed by the Faculty of Business Management, University of Technology MARA.

Thank you.

Yours sincerely,

NORAZIMAH BINTI JAMALUDIN

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Bachelor of Business Administration (Hons) Human Resources

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ABSTRACT

Organizational role stress and burnout are major factors that nurses have to deal with often while in their work environment. This research was aimed to identify stressors, and the impact that burnout has on patient care and the nurses themselves. The purpose of this research is to examine the relationship on burnout among nurse with the five prerequisites; inter-role distance, role stagnation, role expectation conflict, role erosion, and role overload in Shah Alam Specialist Hospital. This study was conducted using a convenience sample of 50 nurses at the hospital. Maslach Burnout Inventory (MBI; Maslach & Jackson, 1981), and Organizational Role Stress Scale (Udai Pareek, 1993) was used to measure levels of burnout and role stress. All data was distributed and collected by the researchers. Ethical considerations have been taken into account to uphold confidentiality and prevent biases in the study. Once the respondent return back the questionnaire, all data and information gathered were coded ,process and analyze by using Statistical package for Social Science (SPSS) version 16.0 to produce a relevant and accurate result. According to the nurses' views, the findings are as follows: (1) there is a relationship between inter-role distance and burnout, (2) there is a relationship between role stagnation and burnout (3) there is a relationship between role expectation conflict and burnout, (4) there is a relationship between role erosion and burnout, (5) there is a relationship between role overload and burnout. The findings give a better understanding about level of employee burnout in a company.